

EDITED TASK LISTING

CLASS: Staff Services Manager I

NOTE: Each position within this classification may perform some or all of these tasks.

1.	Establish and implement consistent performance standards and expectations to ensure uniformity of products and services utilizing various resources (e.g. employee performance evaluations, policies, procedures, collective bargaining contracts, laws, rules, communication skills, etc.) as needed.
2.	Plan, organize and direct the work activities of staff to provide quality services, to achieve operational efficiency, and mitigate potential risks to the department utilizing effective management skills/tools (e.g. communication, project management, workload tracking/monitoring, staff development, etc.) on a daily basis.
3.	Recognize the efforts and accomplishments of staff to promote morale, achieve operational efficiency and provide a safe and productive work environment utilizing various resources/techniques (e.g. communication skills, interpersonal skills, formal/informal acknowledgement, etc.) as appropriate.
4.	Evaluate and provide feedback to staff to aid in their professional development and to ensure performance objectives/standards are met utilizing various management tools (e.g. monitoring work assignments/behaviors, performance evaluations, communication, training, etc.) on an on-going basis.
5.	Promote the department's Equal Employment Opportunity program in the hiring process and maintain a work environment that is free of discrimination and harassment utilizing various resources (e.g. training, state and federal laws and rules, regulations, policies, procedures, etc.) on a daily basis.
6.	Initiate and/or participate in the Progressive Discipline process to correct/improve employee performance/behavior or address issues of substandard performance by utilizing various resources (e.g. communication, training, performance evaluations, coaching, informal/formal documentation, etc.) as needed.
7.	Present new and/or revised programs, policies, procedures, business processes, etc. to others in a positive manner to provide information, elicit feedback, and gain cooperation using various resources/skills (e.g. communication, interpersonal skills, training techniques, etc.) as needed.

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8.	Implement new and/or revised programs, policies, procedures, business processes, etc. to ensure operational efficiency utilizing various resources/skills (e.g. communication, interpersonal skills, training techniques, etc.) as needed.
9.	Facilitate the hiring process by conducting interviews, evaluating and recommending candidates for appointment utilizing various methods of filling vacancies (e.g. certification lists, transfers, training and development assignments, reinstatements, etc.) as needed and/or directed by management in accordance with laws, rules, regulations, etc.
10.	Interpret and administer provisions of collective bargaining agreements to ensure compliance in the course of supervising represented employees utilizing various resources (e.g. collective bargaining contracts, Labor Relations/Employee Relations Officer, Department of Personnel Administration, etc.) as needed.
11.	Develop policies and procedures to provide information, direction and to ensure the effective operation of the work unit/division utilizing various resources (e.g. laws, rules, regulations, policies, procedures, subject matter experts, etc.) as necessary.
12.	Establish goals and objectives to ensure operational effectiveness by providing relevant, reliable and timely information for the department to fulfill its mission by utilizing various resources (e.g. strategic plan, expertise, laws, rules, court decisions, stake holders, etc.) as needed.
13.	Oversee the training and development of staff by assessing and identifying training needs and coordinating schedules to ensure all training requirements are met, to aid in professional development and to achieve operational efficiency by utilizing in/out-service training programs, training records, audit tools, expertise, etc. as needed.
14.	Develop materials/tools to be used in formal classes/seminars/training utilizing various resources/skills (e.g. policies, procedures, laws and rules, collective bargaining contracts, staff input, training techniques, etc.) as needed.
15.	Conduct formal classes/seminars/training for development of participants utilizing various resources/skills (e.g. policies, procedures, laws and rules, collective bargaining contracts, staff input, training techniques, etc.) as needed

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16.	Participate in the development and review of Budget Concept Statements and Budget Change Proposals to obtain approval and secure funding for necessary equipment, staffing, services, etc. utilizing various resources (e.g. workload tracking data, legal mandates, collective bargaining contracts, etc.) as needed.
17.	Represent the unit/division/department, in formal or informal settings at meetings, conferences, hearings, etc., to obtain and/or provide information utilizing interpersonal skills, professionalism, subject matter expertise, etc., as needed.
18.	Prepare various written documents to provide information and/or direction on issues related to departmental programs and services utilizing various resources (e.g. software programs, policies, procedures, laws, rules, collective bargaining contracts, regulations, etc.) as necessary.
19.	Review and analyze manuals, policies, regulatory requirements, proposed legislation, etc., to determine impact on unit operations, staff, departmental programs and/or policies utilizing various resources (e.g., subject matter experts, collective bargaining contracts, precedential decisions, legislative analyses, etc.) as required.
20.	Develop survey instruments and analyze results to assess the impact or effectiveness of programs and/or policies utilizing various resources (e.g., stake holders, staff input, software programs, past performance or benchmarking, etc.) as requested.
21.	Identify, analyze, evaluate and/or develop solutions to problems/issues relating to work unit or division programs, procedures, business processes, and/or policies utilizing various resources/skills (e.g., completed staff work, issue papers, history/past performance, etc.) as needed.
22.	Apprise management of status and progress of unit operations, including the delivery of products and services, issues or problems with potential impact on the completion of work assignments/projects, and/or the meeting of departmental and unit goals and objectives utilizing various resources/skills (e.g., communication, interpersonal skills, reports, program analysis, etc.) on an on-going basis.

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23.	Serve as liaison between the department and other State agencies to resolve or address problems/issues and provide consultation and technical guidance utilizing various resources/skills (e.g., communication, interpersonal skills, tact, diplomacy, professionalism, expertise, etc.) as needed.
24.	Conduct meetings with staff to communicate information necessary for job performance and/or discuss and resolve issues pertinent to the work unit utilizing various resources/skills (e.g., communication, interpersonal skills, tact, diplomacy, professionalism, expertise, etc.) as needed.
25.	Conduct meetings and/or participate as a member of various committees with departmental employees or employees from other agencies to achieve desired outcomes or objectives utilizing various resources/skills (e.g., communication, interpersonal skills, tact, diplomacy, professionalism, expertise, etc.) as needed.
26.	Interpret and explain departmental policies, procedures, laws, regulations, rules, and/or practices affecting departmental and/or work unit operations to employees, the public, vendors, or other organizations utilizing various resources/skills (e.g., communication, interpersonal skills, tact, diplomacy, professionalism, expertise, etc.) as needed.
27.	Make presentations to employees/management and/or at public meetings/hearings on issues related to departmental programs and services utilizing various resources/skills (e.g., relevant reports/written documents, policies, procedures, laws and rules, expertise, tact, diplomacy, professionalism, communication/interpersonal skills, presentation skills, etc.) as needed.
28.	Oversee staff in negotiating with vendors and service providers regarding delivery dates, price, and the resolution of problems utilizing various resources/skills (e.g., Contract Management and Administrative Services Manual, Contracts/Business Services Unit, State Administrative Manual, communication skills, etc.) as needed.
29.	Resolve client complaints or problems to ensure operational efficiency and customer satisfaction utilizing various resources/skills (e.g., communication, interpersonal skills, negotiation skills, listening skills, etc.) as needed.